

**DEPARTMENT
POLICY****FIP, RCA and SDA Only**

Supplemental benefits are issued to correct an underissuance (i.e., the group received less assistance than they were eligible to receive).

Do NOT issue supplements to correct underissuances caused by the client's failure to report.

A supplement correcting an underissuance is offset against an overissuance. The amount of the overissuance is subtracted from the amount of the supplement. This may result in the entire supplement being offset.

Do **not** offset the following overissuances:

- Agency overissuances of under \$125.
- Overissuances that have an established claim.

Notify the client of the result of the offset. See the **CLIENT NOTICES** section in this item.

**AUTHORIZING
SUPPLEMENTAL
PAYMENTS**

Supplements are authorized in Bridges by certifying eligibility results that include an increased issuance for the benefit month.

Authorize a separate supplement for **each reason** a client is supplemented **and** for **each vendor** supplemented.

**Court Orders and
Hearing Decisions**

When a supplement is required by a court order or an administrative hearing decision, the supplement must be issued within **10 workdays** after the court order/hearing decision is mailed. If you correct data in Bridges to implement the court order or administrative hearing decision, enter the first day of the month that the order or decision indicates the change must begin for the circumstances start/change date, report date, date client became aware and date verified for the data. If that correction returns eligibility results that support the order or decision, Bridges will

automatically calculate the supplement. If not, the supplement must be issued manually. See **MANUAL ISSUANCE SUPPLEMENTS** in this item.

In all other circumstances, process the supplement promptly upon receipt of verification **or** knowledge of the need.

Vendor Supplements

Vendor supplements are processed by central office accounting.

Benefit Inquiry

The *View Benefits* screen under Benefit Issuance in Bridges lists requested supplements immediately after certification. Supplements are shown as pending until the actual benefit/warrant is posted. Bridges displays the case number, grantee/provider name, type of assistance, service type, pay begin date/end date, benefit type, payment amount, recoupment amount (if any), warrant/available date, status and whether a client or vendor is being supplemented. The benefit number is displayed below the case number when the benefit/warrant is posted.

EBT Payments

Supplements for \$1,000 or less are deposited into the client's EBT account on the day after authorization. Bridges will display details for these deposits on the first workday after the authorization.

Non-EBT Payments

Supplements for amounts over \$1,000 are issued as warrants. These warrants are issued approximately two days after authorization. The payment will be extracted daily and Treasury will mail the warrant on the second business day after the transaction is done.

EDBC on the Same Business Day

If you re-run an eligibility determination and benefit calculation (EDBC) for the same benefit month(s) **on the same business day** that you calculated a benefit resulting in a supplement and the new results do not indicate there is a supplement, the supplement will not be issued.

MANUAL ISSUANCE SUPPLEMENTS

Supplements that must be handled using the manual issuance process in Bridges can be completed in the local office for any months prior to the month the case converted to Bridges including the month of conversion. For all other months, manual issuance supplements must be processed in central office as policy exceptions.

All manually issued supplements require second party review and approval prior to issuance.

REASONS FOR A SUPPLEMENT

Increased Need

Supplements are authorized in the following circumstances:

- A needs increase **cannot** be reflected in the regular benefit. See BEM 515, **Changes in Need**, for effective dates.
- A FIP group that was subject to the immunization penalty reports compliance during the month. A supplement is calculated for the whole month in which immunizations were begun. See BEM 202.

The change causing increased need and the dates when it was reported and verified are recorded in Bridges. This information can be compared with Report SP-270.

Fair Hearing

This is a supplement in the amount ordered in a hearing decision or court order. You must issue the supplement within **10 calendar days** after the decision/order is mailed. If Bridges cannot automatically calculate the supplement (e.g., the amount ordered is not the result of correcting data in the system), you must request a policy exception. Central office will complete the manual issuance in addition to any other policy exceptions that may be required as a result of the decision/order.

Agency Error

Agency errors are underissuances resulting from:

- Computer or data entry errors.
- Inaccurate use or misapplication of policy.
- Failure to process a grant change on time.

Correct the information in Bridges and re-run eligibility to authorize the supplement regardless of whether DHS or the client discovered the error.

Excess Recoupment Payment

This is a supplement to repay assistance when DHS recoups more than the amount of an overissuance. This process is automated in Benefit Recovery in Bridges.

Administrative Decision

Sometimes program policy bulletins require the issuance of supplements. These unique situations are directed at specific client groups to avoid underissuance due to policy or procedural changes. Typically, these supplements will be automatically generated by Bridges. You will receive specific information when these situations occur.

Children's Clothing Allowance

This is a supplement for FIP groups eligible for the children's clothing allowance for a given year when funding becomes available. Bridges will automatically issue a supplement for active FIP groups with children. Supplements are viewable the day following the processing date. When a child is added to an active case, issue a manual supplement.

Note: When funding is available, an Interim Policy Bulletin will be issued stating the effective month.

Conversion

This is a manual issuance supplement you will use when the benefit months that require a supplement are for conversion months and months prior to Bridges conversion. This also includes initial benefits and retroactive payments for pre-Bridges months.

**LOCAL OFFICE
APPROVALS**

Bridges will require a second party/FIM review. This is to ensure compliance with court orders and/or correct application of policy.

CLIENT NOTICES

Clients must be given **adequate** notice that a supplement has been authorized or denied.

Bridges will generate a notice for authorizations that are automatically calculated on the system.

If manual issuance is required, Bridges does not automatically generate a notice. For pre-Bridges or conversion months, use the LOA2 generated notice(s.) For all other months, a policy exception is required and central office will complete a manual notice in Bridges, or if the notice template is not available in Bridges, using an MS Word template.

**RECOUPMENT
FROM
SUPPLEMENTS****EDBC Determined
Supplements**

Bridges will recoup from an EDBC-determined client supplement when all of the following are true:

- The program has an active claim.
- The recoupment rate is a percentage, not a dollar amount.
- The benefit type is initial or supplemental.

Bridges reduces the supplement or initial issuance amount by the recoupment percent. This reduction is applied to the overissuance balance of the active program.

**Manual Issuance
Supplements**

Recoupment amounts are not automatically calculated or deducted from manual supplements. You are responsible for calculating the recoupment amount when issuing a supplement on a case with an outstanding claim.

Review the claim in Benefit Recovery to determine the correct recoupment percentage to apply. Enter the amount of the supplement less the recoupment into the Benefit Amount field on the Request Cash/FAP/SSP Manual Issuance screen in Bridges.

The recoupment amount must then be posted to the outstanding claim in Bridges Benefit Recovery by the appropriate accounting staff.

LEGAL BASE**FIP**

R400.3105

SDA

R400.3170

RCA

45 CFR 400.49